



Mark Scheme

January 2018

Pearson BTEC Level 1/Level 2 First
Certificate, Extended Certificate and
Diploma in Public Services
Unit 6: Citizenship, Society and the
Public Services

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General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if a candidate's response is not worthy of credit according to the mark scheme.
- Where some judgment is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt about applying the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.
- Phonetic spelling should be accepted.

Question Number	Answer	Mark
1	A - Through residency D - Through marriage	2

Question Number	Answer	Mark
2	Accept any two of the following answers: <ul style="list-style-type: none"> • having a diverse workforce (1) • providing information in different languages (1) • use of liaison officers (1) • respecting cultural differences (1) Award any other valid responses.	2

Question Number	Answer	Mark
3	Accept any two of the following answers: <ul style="list-style-type: none"> • age (1) • disability (1) • gender (1) • race (1) • religion and belief (1) • sexual orientation (1) Award any other valid responses.	2

Question Number	Answer	Mark
4	Accept any two of the following answers: <ul style="list-style-type: none"> • provide sports centres (1) • run keep fit classes (1) • run swimming pools (1) • organise social events (1) • run skate parks (1) • provide football pitches (1) • provide libraries (1) Award any other valid responses.	2

Question Number	Answer	Mark
5	<p>Answers might refer to:</p> <ul style="list-style-type: none"> the local council collects waste / recycles waste (1) public service organisations recycle waste (1) the police service patrol on foot / bicycles (1) <p>Award any other valid responses.</p>	1

Question Number	Answer	Mark
6	<p>A - To provide training D - To consult them</p>	2

Question Number	Answer	Mark
7	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> cost of training (1) cost of recruitment (1) making physical adaptations to equipment / buildings (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
8	<p>Answers might refer to:</p> <ul style="list-style-type: none"> by acting as a role model (1) by promoting values and standards for self and others (1) participation in community activities (1) such as fundraising for charity (1) volunteering (e.g. St John Ambulance Service) (1) giving your time for free to help / support others (1) protecting the environment (1) by recycling domestic waste (1) <p>Award 1 mark for identifying the quality and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
9	<p>Accept any two of the following answers:</p> <ul style="list-style-type: none"> • supports offenders – finds employment / training / housing (1) • stops offenders from reoffending (1) • assesses the risk that an offender may pose to the public (1) • holds in prison those convicted or accused of serious crimes securely (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
10 (a)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • match description of a suspect (1) given by a witness (1) • following a legal search (1) drugs / illegal items have been found (1) • caught in the process of committing a crime (1) such as driving under the influence (1) <p>Award 1 mark for identifying and 1 mark for extending the example.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
10 (b)	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • basic health requirements / food and drink / access to toilets / medication (1) in order to protect human rights (1) • limitations on interview times (1) to ensure that the individual is not unduly stressed (1) <p>Award 1 mark for identifying and 1 mark for extending the example.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
11	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • individuals spend more time on computers and may become more unfit (1) • vulnerable individuals are more at risk of grooming (1) • individuals are at risk of cyberbullying (1) • it is easier for individuals to communicate (1) <p>Award any other valid responses.</p>	1

Question Number	Answer	Mark
12	<p>Accept any two of the following answers:</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • an ageing population (1) • longer life expectancy (1) • immigration (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
13	<p>Accept any two of the following answers:</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • to organise demonstrations and protests (1) • use of camera phones to record incidents (1) • reports of errors can be spread quickly (1) <p>Award any other valid responses.</p>	2

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Question Number	Answer	Mark
14a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> discrimination is where one individual is treated differently to another (1) due to characteristics such as their race, age or background (1) <p>Award 1 mark for identifying that is a way in which someone is treated and 1 mark for an example.</p> <p>Award any other valid responses.</p>	2
Question Number	Answer	Mark
14b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> in education being taught by good teachers (1) so that all learners can achieve (1) kept safe when in the care of public services (1) such as being protected from further risk / danger / harm (1) confidentiality (1) when disclosing personal and private information (1) <p>Award 1 mark for identifying the reason and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
14c	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • people who need their help may not contact them (1) as there may be a lack of confidence / trust (1) • discrimination breaches human rights (1) and may prevent access to necessary services (1) <p>Award 1 mark for identifying the impact and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2
Question Number	Answer	Mark
14d	<p>Accept any two of the following answers:</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • awareness training (1) • employee diversity (1) • equal pay (1) • anti-bullying policies (1) • whistleblowing (1) • grievance procedures (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
15a	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • by providing personal protective equipment (1) the chance of employees getting hurt is reduced (1) • fewer accidents at work (1) which will save the public services money (1) • to allow employees to feel safe (1) which will result higher productivity (1) <p>Award 1 mark for identifying the reason and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2
Question Number	Answer	Mark
15b	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • employees may make mistakes (1) which may give the service a poor reputation (1) • it may cost the service more money (1) as the employees may be inefficient (1) • risking prosecution (1) resulting in fines / damaged reputation / difficulty recruiting (1) <p>Award 1 mark for identifying the impact and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
16	<p>Accept any two of the following answers:</p> <p>Answers might refer to:</p> <ul style="list-style-type: none"> • they carry out surveillance (1) • gather intelligence (1) • monitor emails / social media / phone calls (1) • they visit schools to warn young people of the dangers of terrorism / extremism (1) <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
17	<p>Answers might refer to:</p> <ul style="list-style-type: none"> • confidence and trust in the public services will be higher (1) if the public services employ people from all parts of the community (1) • there will be a better understanding of the needs of minority groups (1) such as people with disabilities (1) <p>Award 1 mark for identifying the reason and 1 mark for explanation.</p> <p>Award any other valid responses.</p>	2

Question Number	Answer	Mark
18	<p>How healthcare services improve quality of life:</p> <ul style="list-style-type: none"> • provide emergency medical care • provide treatments for medical conditions and therefore extend life expectancy / reduce morbidity rates • assist vulnerable people, e.g. children and the elderly • encourage changes in lifestyle to improve wellbeing • support individuals irrespective of their background and beliefs • treat individuals equally irrespective of their ability to pay <p>Factors that may impact on the quality of life not being improved:</p> <ul style="list-style-type: none"> • financial pressures on healthcare services may limit access to some medical treatments • increasing demand for healthcare services cannot always be met • individuals may choose to not follow advice given by healthcare professionals • provision of healthcare can vary from area to area (postcode lottery) • may not be permitted to carry out the wishes of some patients 	8

Level	Descriptor	Marks
Level 0	No rewardable material.	0
Level 1	A few key points identified, or one point described in some detail. The answer is likely to be in the form of a list. Only one viewpoint considered. Points made will be superficial/generic and not applied/directly linked to the situation in the question.	1 to 3
Level 2	Some points identified, or a few key points described. Consideration of more than one viewpoint but there will be more emphasis on one of them. The answer is unbalanced. Most points made will be relevant to the situation in the question, but the link will not always be clear.	4 to 6
Level 3	Range of points described, or a few key points explained in depth. All sides of the case are considered and the answer is well-balanced, giving weight to all viewpoints. The majority of points made will be relevant and there will be a clear link to the situation in the question.	7 to 8

Ofqual



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